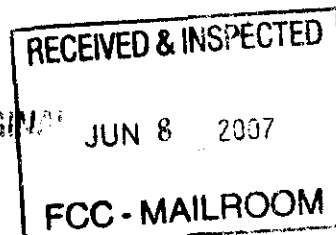


June 1, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

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Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

Family Service Agency 2-1-1/Helpline hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these dialing codes are not widely used. Family Service Agency 2-1-1/Helpline is limiting its comments to the status of 2-1-1 service in California.

Family Service Agency 2-1-1/Helpline employs 10 employees and since July 1, 2005 has provided 2-1-1 service to Santa Barbara County reaching a population of 420,000. The database of service providers used for making referrals has listings for 560 services. In 2006 our 2-1-1 call center received 16,000 calls.

The most common reasons clients give for calling Family Service Agency 2-1-1/Helpline are the need for shelter or housing, crisis counseling and referrals to mental health services.

The Family Service Agency 2-1-1/Helpline has worked closely with community partners, including: First 5, County Alcohol, Drug, Mental Health Services and County Human Service Commission and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need of information about health and human services and to support. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

WEG Batty, MSW
Executive Director
Family Service Agency of Santa Barbara County

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